

Zecarias G. Demissie

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Qualifications Summary: Aspiring IT professional with expertise in technical support, programming, and database management. I am seeking opportunities to leverage my skills and contribute to ground breaking projects while staying up to date with emerging IT trends

CORE COMPETENCIES & SKILLS

- **IT Support & Systems:** Desktop Support, Troubleshooting, Server Maintenance, Technical Communications, Exceptional Customer Service, Desktop Setup
 - **Operating Systems & Software:** Microsoft Windows, macOS, DS9, MAST, IPAC Database, Microsoft Office, Blackboard, Panopto, TurnItIn
 - **Programming Languages:** Proficient in Java, Proficient in Python, Familiar with C, Familiar with HTML, Familiar with React.
 - **Technical Tools:** Fischer International Identity Management System, Ivanti Service Desk Ticketing System
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PROFESSIONAL EXPERIENCE

IT Computer Lab Assistant, Coppin State University - Baltimore, MD

October 2023 - Present

- Assisted students and faculty with technical support
- Assist customers with Windows 10, Microsoft Office, TEAMS, Internet Explorer and other academic applications such as Blackboard, Panopto, TurnItIn, etc.
- Perform routine checks of the equipment and computer stations to assure efficient lab operations.
- Maintained a quiet and clean computer lab environment, managed the print stations, and monitored supplies.
- Troubleshooting and reporting hardware and software-related problems.
- Adhere to and enforce computer lab rules.
- Other duties as assigned by the Information Technology Division

Helpdesk Analyst, Coppin State University - Baltimore, MD

October 2023 - Present

- Exercise independent judgment and initiative to solve technical problems with minimal supervision.
- Provide help desk support to students, faculty, and staff by calling the IT Helpdesk or visiting the EagleTech Center.
- Use Fischer International Identity Management System to unlock accounts and assist users with password resets.
- Log all service calls into Ivanti Service Desk Ticketing System.
- Supported faculty with classroom technology trouble shooting
- Promote and educate students about campus technology through classroom presentations and IT Events.
- Participate in pilot groups to test system upgrades and provide feedback.
- Troubleshoot minor technical problems with laptops and computers, as well as AV Equipment in the classrooms.
- Assist with installing applications on laptops and cell phones.

Astrophysics Research Program, *Space Telescope Science Institute (STScI)* – John Hopkins University January 20 – 25, 2025

- Participated in a intensive program focused on computational research, astrophysics, and programming.
- analyzed and visualized astrophysical data using Python.
- Collaborated with research groups on topics such as astronomical imaging, electromagnetic spectrum, and simulations
- Installed and configured scientific software tools, including DS9 and Python libraries
- Participated in hands-on activities, including spectroscopy, astrophysical lenses, and the Hubble Deep Field.
- Presented research findings to faculty, peers, and professional astronomers at STScI.

LEADERSHIP EXPERIENCE

Secretary, Math and Computer Science Club, Coppin State University

October 2023 – Present

- Organize and manage club meetings, ensuring agendas and minutes are accurately documented.
- Coordinate events, guest speakers, and workshops for club members.
- Assist in promoting club activities through email campaigns, social media, and flyers.
- Collaborate with faculty and students to foster engagement in math and computer science projects.
- Strengthen communication skills by facilitating discussions and presenting updates to the club.

EDUCATION

Coppin State University, Baltimore, MD

Expected to Graduate May 2027

Bachelor of Science in Computer Science - 3.755 GPA

- *Engaged as a student IT helper in which I helped guide students through technical issues.*
- *Demonstrated leadership and teamwork as a member of the Coppin State AROTC.*
- *Member, Coppin State Honors Program.*

HONORS & ACHIEVEMENTS

Honors & Achievements

- **Dean's List Recipient (2x)** – Coppin State University
- **Member**, Coppin State Honors Program
- **Selected Participant**, Astro Scholars Program – Space Telescope Science Institute (STScI)